



Consultation Findings:

Coventry Homelessness and Rough Sleeper Strategy 2024 - 2029

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EXECUTIVE SUMMARY

- 48 people completed the survey
- Most responses were from members of the public (31)
- 1 in 5 responses were on behalf of a charity, voluntary or community sector organisation (10)
- All of the priorities received agreement of over 96%
- Common themes from the open ended comments received, focused on, the need for holistic support, and that different groups needed different support.
- Partner organisations will be key to delivering this strategy.
- Questions were raised whether we were making best use of accommodation opportunities such as repurposing student blocks.
- All of the principles received agreement.
- From the open ended comments some respondents raised the issue of the terminology being confusing.
- Others pointed to the need to focus on actions on how they are going to implement the principles.

INTRODUCTION

The survey was created on the Let's Talk platform, advertised as part of the live consultation page, and open for a period from 23rd August 2024 to the end of September 2024. This was circulated via a newsletter on 10th September and delivered to 7,182 recipients.

There were 48 people who completed the survey, the Draft Homelessness and Rough Sleeping Strategy was downloaded 62 times, and the Review document had 57 downloads.

A detailed response was sent in by CELC which is included in Appendix 1 and Appendix 2 shows all other comments.

SURVEY RESPONSES

How are you responding to this survey?

This question was answered by 48 respondents, most of whom said they were responding as a member of the public (31 responses 65% of respondents)

Responding as	Number	Percentage
As a member of the public	31	65%
On behalf of a charity, voluntary or community sector organisation (VCS)	10	21%
As a Coventry City Council employee	2	4%
Other (please specify)	5	10%

Others include:

Teachers, health professionals, NHS staff members working in partnership,

EARLY INTERVENTION AND PREVENTION

We believe that everyone in Coventry should have a place to call home, we will minimise homelessness by focusing on early prevention and intervention to help people keep their home or move in a planned way. Ensuring people access services as early as possible increases the opportunities to prevent homelessness

Do you agree with this priority?

This was responded to by 48 respondents. The majority of those responding to the survey, 98% agree with this priority. Only 1 person said they disagreed.

Do you agree with this priority?	Number	Percentage
Yes	47	98%
No	1	2%

Is there anything you would like to tell us about this priority

This question received 26 comments

The responses to this question were themed, high-level themes are within the table below.

Theme	Number of responses
Equity	6
Support	4

Women	3
Other	3
Partnership	2
Stigma	1
Young people	1

A number of respondents referred to the fact that the strategy needs to reflect the needs of all homeless people.

- *Firstly the policy needs to apply to all Coventry residents regardless of gender*
- *Whatever happened to people being on the council list. It appears that they are now discounted. With the prices of homes they can't afford to buy and rents that are charged are going through the roof*

Providing necessary support was also mentioned.

- *It is ok to have this as a priority but the quality of housing and relevant support is vital*
- *Many homeless folk lack the knowledge and skills to maintain a tenancy and require help with basic tasks such as budgeting and organising their affairs. Support to help prevent anti social behaviour is also often needed when people do have a home.*

Specific support for women was highlighted.

- *As a person who has worked in both frontline statutory services and the third sector, I have seen the change in the way those rough sleeping are supported. A person shouldn't need to be seen three times in order to be supported to end their homelessness. There needs to be more of a focus on the support provisions available for women who present with multiple and complex needs, particularly when coming out of prison or there is knowledge that a woman is selling street based sex.*

Reducing the stigma and working with partner organisations was also highlighted.

- *Make people more aware of what help there is and try to help minimise people feeling ashamed or that they are a failure if they need to access help*
- *The focus of this priority needs to be focused on a multi-agency response. As you will know, experiences of homelessness are complex and those experiencing homelessness present with many unmet needs. To meet this*

need the local authority should work in partnership with specialist services, both commissioned and none commissioned.

CRISIS AND TARGETED SUPPORT

We will provide good quality accessible advice and support to ensure people can resolve their housing problems in a way that is resilient and long lasting. Where people do find themselves homeless and in need of emergency accommodation it will be of good quality, appropriate and conducive to their health and well-being. Targeted support will be provided for individuals and households who need support and find themselves in crisis.

Do you agree with this priority?

Do you agree with this priority?	Number	Percentage
Yes	47	98%
No	1	2%

This was responded to by 48 respondents. The majority of those responding to the survey 98% agree with this priority. Only 1 person said they disagreed.

Is there anything you would like to tell us about this priority

The responses to this question were themed, high-level themes are within the table below.

Theme	Number of responses
Women	7
Multiple Needs	7
Supported Accommodation/Staff	6
Yp turning 18	3
Benefits/No address	3
Partner Organisations	2
Private Rental	1

This question received 19 comments,

There were a lot of comments referencing the needs of groups, such as women and young people, and recognition that homelessness is not simple to resolve.

- *Landlords who provide accommodation to the local authority need to be rigorously assessed. There needs to be an increased provision of targeted supported accommodation for women experiencing homelessness. It*

needs to be acknowledged by the local authority that women will not always be found rough sleeping in the way a man would be found rough sleeping and so the strategy needs to take into account the needs of women who present as homeless.

- *Individual needs need to be taken into consideration when providing temporary accommodation. This would prevent the revolving door of homelessness, particularly when placements are in HMO settings. HMO settings prove incredibly challenging for those with multiple unmet needs. The placement of those with similar needs together leads to numerous issues that often result in duties being discharged which perpetuates the cycles of homelessness and adds further layers of complexities. Considering individual needs and ensuring that those experiencing homelessness can access specialist support is essential to break the cycle of homelessness.*

The definition of targeted support was raised.

- *What does targeted support mean? This should be detailed. Does it mean creating pathways for young people, for people released from prison, for women for NRPF people? If the support is not tailored to certain groups of the population, then it won't work.*
- *The way that services are delivered should be driven by service user needs, and be fully accessible by considering and mitigating barriers such as digital exclusion, literacy levels, language barriers, and physical disability.*

Tackling this with partner organisations was highlighted as a way forward to deliver this priority.

- *CELC would also suggest the Council's housing department work more closely with third sector organisations who already have established relationships with homeless people, as well as working constructively with other Council departments and public authority partners, to address crises more quickly and holistically.*

MOVE ON AND TENANCY SUSTAINMENT

There will be a focus on creating and increasing move on options for people and ensuring the right tools and support is in place to help people sustain tenancies once their homelessness has ended. Our focus will not just be in terms of bricks and mortar but will also consider and reflect the wider social determinants that impact someone's ability to secure and maintain a settled home

Do you agree with this priority?

Do you agree with this priority?	Number	Percentage
Yes	45	96%
No	2	4%

This was responded to by 47 respondents. The majority of those responding to the survey, 96%, agree with this priority. Only 2 (4%) respondents said they disagreed.

Is there anything you would like to tell us about this priority

This question received 22 comments, these were themed as below.

Theme	Number of responses
Support	7
Types of Housing	6
Will strategy deliver	3
Terminology	3
Partner Orgs	2
Success	1

Support was mentioned the most by respondents, ensuring that it continues after tenancies have been secured.

- *Often when those, who have experienced long-term homelessness, secure their tenancy support drops off. This is when the support is essential as the person is usually at their most vulnerable. Support needs to be intense and person-centred to avoid issues such as cuckooing, rent arrears, and anti-social behaviour*

- *Part of this may need to include life skill training, health and tenancy support for street homeless people. For those including families who are homeless then until you are able to increase the stock of family accommodation the problem will remain no matter how higher a priority you deem it to be.*

Also the type of accommodation that would be offered and whether we are making the best use of opportunities.

- *We are also interested in whether the council is exploring the use of vacant purpose built student accommodation (PBSA) to meet the need for accommodation of homeless households. Coventry has a large surplus of PBSA and managers/owners are seeking planning permission to alter the conditions of occupation. We are also aware that other cities with a surplus of PBSA are exploring this option e.g. Plymouth*
- *Unsure if this aim is focused on making best use of existing accommodation, or aims to influence local provision and planning for new housing - those aspects are difficult to consider without yet having the draft housing strategy.*

A few respondents pointed to the lack of clarity of the terminology used in the priority and also questioned whether the strategy will result in any change.

- *Doesn't seem to be written in layman's terms*
- *What does move on mean*
- *This looks good on paper but will this priority be actioned?*
- *Yet again just by saying it does not make it happen, actions and commitments are needed*

PRINCIPLES

Underpinning the identified themes are the following 4 principles which will run through and underpin the priority areas and subsequent actions that will be taken to deliver the strategy:

- Partnership – we will work in partnership to address homelessness in the city
- Intelligence led – we will use intelligence and research to influence what we do had how we do it
- Improving life chances and health outcomes – we will ensure our actions help to life chances and health outcomes for people at risk of homelessness or are homeless.
- Maximising opportunities – capitalises on the opportunities available to prevent and relieve homelessness

Do you agree these are the right principles?

Principal	Yes	No
Partnership – we will work in partnership to address homelessness in the city	47	1
Intelligence led – we will use intelligence and research to influence what we do had how we do it	44	3
Improving life chances and health outcomes – we will ensure our actions help to life chances and health outcomes for people at risk of homelessness or are homeless.	44	3
Maximising opportunities – capitalises on the opportunities available to prevent and relieve homelessness	46	2

As shown, most respondents (92% – 98%) agree with the principles

Do you have any comments about the principles?

Respondents who did not agree with the proposals stated:

- *I think all 4 need to be re-written in plain English. I found all 4 hard to comprehend.
Partnership with whom?
What kind of intelligence?
"we will ensure our actions help to life chances and health outcomes" - this makes no sense
"Maximising opportunities" - is this not obvious? Why would you not. This appears to be stating the obvious*

- *It's very simple. We need social housing including supported social housing*
- *Intelligence and research does not necessarily capture the true extent of how people feel or the help required to individual circumstances*

A number of respondents that agreed with the principles raised the following suggestions and the need for action as well as principles:

- *Could the strategy also include a focus on proactively seeking out funding streams / taking up national initiatives eg when capital monies are released, as part of maximising opportunities? Similarly, looking at ways of combining with partners to access government funding*
- *The fundamental principles of secure employment, financial stability, education and community are important*
- *The strategy shouldn't just mention big principles, it should mention action plans. Nothing has been mentioned about the youth hub. Nothing has been mentioned about the women's census. Workshops / meetings / training outcomes about housing / homelessness / rough sleeping should be largely communicated and implemented.*

ABOUT YOU

How would you best describe yourself?

The majority of those responding to the survey identify as female. 3 people did not wish to state their gender,

Gender	Number	Percentage
Female	28	58%
Male	15	31%
Prefer not to say	3	6%

How old are you?

This question received responses from all groups 24+, most responses are from the 35 – 44 and 65+ age groups (12) with the 24 – 34 age group receiving the least responses (3).

How old are you?	Number	Percentage
24 - 34	3	6%
35 - 44	12	25%
45 – 54	10	21%
55 – 64	10	21%
65+	12	25%

Which of the following best describes your ethnic background?

This question was answered by 48 people, most of whom 85% describe themselves as White English, Welsh, Scottish, Northern Irish or British. No one who responded to the survey identified themselves within any of the Ethnic Minority Black or Asian groups.

Ethnic Identity	Number	Percentage
White English, Welsh, Scottish, Northern Irish or British	41	85%
Prefer not to say	2	4%
White Irish	2	4%
White Gypsy or Irish Traveller	1	2%
Other White background	1	2%

Do you consider yourself to be a disabled person?

This question was answered by 48 people, most of whom 83% said they are not disabled.

Do you consider yourself to be a disabled person?	Number	Percentage
No	40	83%
Yes	8	17%

APPENDIX 1

Response from CELC

"CELC strongly supports this priority, and is of the view well-resourced and widely accessible early prevention and intervention work is absolutely vital in tackling homelessness in Coventry. In realisation of this priority CELC would suggest the Council consider the following matters:

- Increased prevention and intervention provision will regrettably not alleviate all instances of homelessness. It is, therefore, essential that the Council pursues this priority in parallel with ensuring fast, responsive and constructive approaches to crisis homelessness situations are developed.
- CELC would urge the Council to be led by individual need, rather than attempt to adopt a one-size-fits-all approach to prevention and intervention provision. In our experience intensive wraparound support is sometimes needed by individuals to overcome barriers to reaching housing stability, including in navigating burdensome administrative processes.
- Early access to specialist Legal Advice is a key component of wider prevention and intervention work, particularly as housing problems often occur shortly after, or in conjunction with, other unmet social welfare needs.
- Whilst we accept self-help resources can be valuable to more legally-literate and capable individuals, CELC would strongly caution the Council against overreliance on these, as this can alienate and marginalise the most vulnerable and render it less likely their housing problems (and other interrelated legal difficulties) will be effectively resolved. In CELC's experience self-help tools are rarely effective when targeted solely at marginalised individuals themselves, because such individuals may be digitally excluded or otherwise may need support to engage with information/resources to address their social welfare problems. The issues faced by the most disadvantaged in society are often complex and require more nuanced analysis and consideration than online information tools – however sophisticated - are currently capable of delivering. Moreover, those with multiple issues, such as many of those CELC represents, are unlikely to be able to access and make use of all of the information they need without becoming overwhelmed. Legal problems relating to housing, like many social welfare problems, can be made significantly worse where the wrong information is followed, the wrong steps are taken, the right steps are taken in the wrong order and/or limitation/appeal periods are missed.
- CELC would urge the Council to review its decision-making processes in relation to exercise of the 'prevention duty' under the Housing Act 1996, to ensure that the desire to keep people in their homes for as long as possible, whilst laudable, does not conversely inhibit timely decision-making in relation to wider housing duties that have the potential to increase housing stability for individuals and families in the long-term."

"CELC strongly agrees with this priority, and would certainly welcome more rigor by the Council in ensuring emergency and temporary accommodation provided to homeless people is appropriate and of a sufficient standard. CELC would urge the Council to consider particularly closely the needs of those with children, and of those with disabilities and mental health conditions, in determining the adequacy of emergency and temporary accommodation placement options in the City.

CELC would also suggest the Council's housing department work more closely with third sector organisations who already have established relationships with homeless people, as well as working constructively with other Council departments and public authority partners, to address crises more quickly and holistically. "

"As with other aims, it would be helpful to consider how success will be measured – percentage of homelessness cases successfully resolved, reduced average length of stay in TA, reduced repeat homelessness?

Does this aim relate only to those owed a homelessness duty, or does it envisage pathways for those with No recourse to public funds?

Unsure of phrase social detriments – should this read determinants?

The priority refers to bricks and mortar, and to support; there is also the aspect of furnishings/curtains/floor coverings, which are recognised as contributing to tenancy sustainment. Is there a vision that move on accommodation will be appropriate, affordable and furnished with the essentials?

Unsure if this aim is focused on making best use of existing accommodation, or aims to influence local provision and planning for new housing - those aspects are difficult to consider without yet having the draft housing strategy."

CELC is in agreement with these stated principles, and would encourage the Council to be mindful of the following factors in seeking to implement these:

- Greater coordination between the Council's housing department and social services departments is, in CELC's view, needed as a matter of urgency. CELC frequently works with homeless families, and homeless people with disabilities or mental health conditions, where timely communication and practical cooperation between Council departments is, in our view, lacking. Homeless people undergo unnecessary indignities and experience additional traumas as a result. CELC firmly believes partnership working is effective when supporting homeless people and those threatened with homelessness.
- Access to generalist and specialist legal advice is important in meeting unmet social welfare needs, which cause or compound housing problems. The advice sector can support the Council in addressing homelessness, so long as the sector is sufficiently manned, financially viable and retains its independence.
- Various third sector organisations in Coventry have significant skill and expertise in working with homeless people from different demographic groups. These intermediary

organisations play a pivotal role in supporting those they work with to access and engage with services and sources of help. Intermediary organisations are also essential in facilitating lived-experience engagement in coproduction/stakeholder engagement opportunities. Funding precarity and resource constraints, however, often limit their activities. CELC would, therefore, urge the council to supportively partner third sector organisations, whilst recognising their unique aims and independence, to ensure a healthy and sustainable network of intermediary organisations continues to flourish in the city, working with and for the benefit of homeless people.

- CELC would welcome the development of more evidence-based and intelligence-led solutions to homelessness issues and social welfare problems more broadly. Use of the LIFT dashboard to target interventions and preventative work towards those subject to the benefit cap and/or those who have been sanctioned by the DWP, has proven successful.
- To improve the life chances of those experiencing or threatened with homelessness, resource needs to be targeted at improving the general quality of accommodation in Coventry. CELC would welcome increased use of housing enforcement measures to safeguard against poor maintenance, disrepair and unsafe accommodation; where conditions fall below legislative and regulatory standards.
- CELC is of the view the Council, in seeking to improve life chances of homeless people, should: *aim to improve the quality of emergency and temporary accommodation; *attempt to reduce the length of time vulnerable people (especially children and those with mental health conditions) spend therein; and *regularly review the impact placement in such accommodation is having on homeless people's health/wellbeing/ability to thrive, with a view to ensuing moves can be facilitated where welfare is deteriorating.
- Additionally, whilst we accept the Council is not legally obligated in every case to ensure homeless people are placed close to their children's schools/existing childcare/their employment and/or support networks, we would encourage these issues to be considered wherever possible, so as to evade any potentially avoidable detrimental impacts on development, welfare and stability ensuing.
- CELC welcomes the Council's ambition to maximise opportunities available through new legislation and regulations to prevent and relieve homelessness. However, CELC would question whether the Council is, at present, making full use of opportunities that existing legal provisions offer (such as the opportunity open to the Council to use its general competence under s1 Localism Act 2011 to reduce and alleviate homelessness of those subject to 'NRPF' conditions, by providing sufficient funding to third sector organisations that work with people with NRPF to enable them to develop accommodation provision options).

APPENDIX 2

Priority 1 Early intervention
Please can you consider how we consider looked after children or school leavers who are estranged from their parents/families. At 18 a lot of children support services are removed, and many young people are faced with homelessness. Let help all young people transition into adult life in a supported way - regardless to their personal circumstances, so that they can avoid homelessness!
What do you do for women who have just been released from prison?
As a person who has worked in both frontline statutory services and the third sector, I have seen the change in the way those rough sleeping are supported. A person shouldn't need to be seen three times in order to be supported to end their homelessness. There needs to be more of a focus on the support provisions available for women who present with multiple and complex needs, particularly when coming out of prison or there is knowledge that a woman is selling street based sex.
Make people more aware of what help their is and try to help minimise people feeling ashamed or that they are a failure if they need to access help
The focus of this priority needs to be focused on a multi-agency response. As you will know, experiences of homelessness are complex and those experiencing homelessness present with many unmet needs. To meet this need the local authority should work in partnership with specialist services, both commissioned and none commissioned.
Work with the salvation army they are the best at dealing with these situations getting people back into society
Firstly the policy needs to apply to all Coventry residents regardless of gender
But don't let them squat in other's properties. If they need time to move out of a property then charities should pay their rent.
Give them jobs
It is ok to have this as a priority but the quality of housing and relevant support is vital
Many homeless folk lack the knowledge and skills to maintain a tenancy and require help with basic tasks such as budgeting and organising their affairs. Support to help prevent anti social behaviour is also often needed when people do have a home.
There needs to be specific homeless accommodation for women only, including access to specialist support
Well why not reduce the burden by not being greedy with council tax people on a low income are forking out a fortune, especially married couples.
In theory I do but I do not think that you do priorities this.
Whatever happened to people being on the council list.It appears that they are now discounted. With the prices of homes they can't afford to buy and rents that are charged are going through the roof . However we have noticed if you are not from Coventry or Great Britain you. Can just walk in and get a home..
I hope that it doesnotmwan there are no resources for people who are homeless now.
I think homelessness affects men and women differently so you need different responses
You need to prioritise social housing for the homeless
We would expect to see a delivery plan that includes targets and KPIs focussing on early prevention and intervention

<p>How are you going to promote this message? People do not know where to turn and then end up accessing the support too late</p>
<p>Prevention is always better than crisis. However this requires properly funded and resources services to support vulnerable individuals and families can receive support at the earliest possible opportunity. This support needs to be holistic and trauma-informed, understanding and responding to any intersecting needs that may put them at risk of homelessness. Without adequately resourced and coordinated services, prevention will not succeed.</p>
<p>I think the prevention should be taking place at a much earlier stage. Often, the "prevention team" would wait for the last day of eviction to actually offer TA, instead of taking measures to prevent the eviction.</p>
<p>Strongly support this priority with some additional points:</p>
<p>For all priorities, it would be helpful to define what success looks like, and what can be measured to show the strategy is having the desired effect. For this priority I would suggest that progress would be shown by an increase in the percentage of homelessness cases taken at Prevention Stage, rather than at Relief.</p>
<p>Could the strategy acknowledge that certain groups are at higher risk of homelessness - eg people with experience of care, low-income households, those fleeing domestic violence - and consider how resources will be used to support those cohorts specifically.</p>
<p>The strategy does not make significant reference to people with No recourse to public funds. If the strategy is intended to apply to all Coventry residents, it would be helpful to acknowledge the additional barriers this group faces and what the aim is to mitigate those barriers.</p>

<p>Crisis and targetted support</p>
<p>Please can we focus on the appropriateness of the accommodation - for example if a looked after child who turns 18 during upper sixth their foster home package is removed as technically they are an adult, despite the fact they are still in full time education. Placing them in a hostel with drug addicts in not appropriate - in fact it is terrifying</p>
<p>This looks good on paper but will this priority be actioned? I don't believe this has been facilitated in the past for women who have just been released from prison?</p>
<p>Landlords who provide accommodation to the local authority need to be rigorously assessed. There needs to be an increased provision of targeted supported accommodation for women experiencing homelessness. It needs to be acknowledged by the local authority that women will not always been found rough sleeping in the way a man would be found rough sleeping and so the strategy needs to take into account the needs of women who present as homeless.</p>

<p>As part of the targeted support response, a recognition that homelessness is a gendered issue should be prioritised. Women's homelessness, the correlation to violence against women and girls and the subsequent impact of this needs to be recognised to ensure that better, long-term outcomes for women.</p> <p>Individual needs need to be taken into consideration when providing temporary accommodation. This would prevent the revolving door of homelessness, particularly when placements are in HMO settings. HMO settings prove incredibly challenging for those with multiple unmet needs. The placement of those with similar needs together leads to numerous issues that often result in duties being discharged which perpetuates the cycles of homelessness and adds further layers of complexities. Considering individual needs and ensuring that those experiencing homelessness can access specialist support is essential to break the cycle of homelessness.</p>
<p>Work alongside the salvation army</p>
<p>Whilst this is how it should be sadly it is not how you treat people, staff should be caring and understanding but they treat people like non entities that are beneath them, they treat people with contempt</p>
<p>Who determines need?</p>
<p>Give them jobs.</p>
<p>From 2013 -2020 I regularly walked through the city centre to the railway station as I worked in Birmingham. I saw and chatted to several homeless people, mainly rough sleepers and got to know them by name. I regularly gave them money to secure a bed for the night, usually £15 for the Salvation Army hostel.</p>
<p>One man seemed quite ill and he said he had a chest infection and the doctor (at the walk-in centre I assume) had given him a prescription for antibiotics. However, he didn't have the almost £10 needed to pay for them so I gave it to him.</p>
<p>It was clear to me that mental health was a key issue for these people. One young woman had been offered a place in Tile Hill and was reluctant to take her only offer as she didn't like the area. When she did, she was back on the street during the day, still trying to get cash as she said she had no bedding and couldn't afford the electricity. I have no idea how true that is but clearly she was in need on individual support both on budgeting and in how to equip her home cheaply.</p>
<p>It may be different now but none of these people could access any benefits (such as free prescriptions) as they did not have a fixed address. If they could use a council office as an address, would they then qualify for benefits and be able to rebuild their lives?</p>
<p>As 4, accommodation needs to be safe and women only for females.</p>
<p>Loads of people are in crisis not just the homeless.</p>
<p>Why are so many people sleeping around the city centre they are homeless I would like to know what you are doing for them. Please try as see if they can be accommodated put in a place where they feel safe a bed and a warm hearty meal would mean the world to homeless people. Who knows how they came to be in this situation. It's a very sad. State of affairs to see this in our time.</p>
<p>You need social housing with on site support</p>

<p>The latest MHCLG live data on homelessness for Coventry indicates that the ending of a private rented tenancy is the main reason for loss of a settled home (over 38%). The provision in the Renters Rights Bill especially the ending of section 21 evictions will help address this issue. So is the Council developing plans based on the Bill?</p>
<p>It is of utmost importance that there is safe and suitable accommodation for those vulnerable groups that require emergency accommodation. This is essential in ending the revolving door of homelessness that many vulnerable individuals and families can find themselves. HMO's do not provide good quality, appropriate accommodation that is conducive to their health and wellbeing. Emergency accommodation must include access to intensive holistic support. There needs to be more women's-only supported accommodation.</p>
<p>This could reference signposting to other relevant health and care services, with a focus on ensuring seamless pathways eg for mental and physical health needs</p>
<p>What does targeted support mean? This should be detailed. Does it mean creating pathways for young people, for people released from prison, for women for NRPF people? If the support is not tailored to certain groups of the population, then it won't work.</p>
<p>As above it would be good to consider how this will be measured - eg with property inspections, or gathering feedback from service users - and what outcome would show the strategy had been successful.</p> <p>The way that services are delivered should be driven by service user needs, and be fully accessible by considering and mitigating barriers such as digital exclusion, literacy levels, language barriers, and physical disability.</p> <p>Regarding emergency accommodation, not all those in need of accommodation will be eligible for it. Does the aim to provide good quality emergency accommodation refer only to those who are eligible and in priority need? What is the vision for those who are not eligible?</p> <p>I would add that emergency accommodation needs to be affordable, as well as suitable.</p> <p>It would be good to note if targeted support will be designed to meet the needs of specific cohorts eg young people, women, those with substance misuse concerns.</p>
<p>Move on and Tenancy Sustainability</p>
<p>This looks good on paper but will this priority be actioned? People who have suffered significant trauma, what will you do to prioritise them?</p>
<p>Landlords should not be able to make lots of money from peoples situation of being homeless</p>
<p>Often when those, who have experienced long-term homelessness, secure their tenancy support drops off. This is when the support is essential as the person is usually at their most vulnerable. Support needs to be intense and person-centred to avoid issues such as cuckooing, rent arrears, and anti-social behaviour</p>
<p>Have a partnership with the salvation army</p>
<p>Need to ensure local residents aren't impacted negatively by noise or anti social behaviour.</p>
<p>Good aim but with rented houses in short supply hard to achieve particularly for single working men</p>
<p>Yet again just by saying it does not make it happen, actions and commitments are needed</p>

<p>I know people who have been in exempt supported living in Coventry. It fails to properly support those who have become homeless primarily because of addictions. Those who against the odds find a job are hit with very expensive rents. Tenants are not advised of rent increases and end up in debt owing thousands of pounds. This creates mental health problems. This system is not fit for purpose. There is a lack of proper support for the tenants and help in moving on from supported living.</p>
<p>Give them jobs.</p>
<p>Part of this may need to include life skill training, health and tenancy support for street homeless people. For those including families who are homeless then until you are able to increase the stock of family accommodation the problem will remain no matter how higher a priority you deem it to be.</p>
<p>Although not quite sure what this statement means. Doesn't seem to be written in layman's terms</p>
<p>Others are not so secure.</p>
<p>What does move on mean. Shocking terminology</p>
<p>We welcome, in particular, the reference to what is termed as 'individual factors' in the plan. This will require partnership working with a wide range of public and third sector agencies.</p> <p>Move on accommodation: Presumably there will be a continued priority to provide a 'housing first' offer as well as using the local authority housing fund?</p> <p>We note with concern that nearly 1,200 households are in temporary accommodation of which 20% are in bed and breakfast accommodation. We would expect to see a target to not use bed and breakfast accommodation and to ensure that temporary accommodation meets high standards.</p> <p>We are also interested in whether the council is exploring the use of vacant purpose built student accommodation (PBSA) to meet the need for accommodation of homeless households. Coventry has a large surplus of PBSA and managers/owners are seeking planning permission to alter the conditions of occupation. We are also aware that other cities with a surplus of PBSA are exploring this option e.g. Plymouth</p>
<p>I agree that the focus should not only be on the house but also support, however there is a need for more social housing that reflects the needs and demographics of those presenting needing help. This should include more self-contained accommodation.</p>
<p>The strategy could also recognise the impact of when tenancies are not sustained on other parts of the public sector, for example increasing attendances at accident and emergency departments, and creating delays for people leaving hospital. Actions which help people sustain tenancies also ensures public money is used effectively - investing in the cause not the symptoms.</p>
<p>Until the one property offer is in place, I don't think move on options will be as efficient as they could be.</p>
<p>Do you have any comments about the principles?</p>

As long as they are actioned adequately, then they should work, but will they be? How can a CSR of the homeless team, think that a woman who has just been released from prison, is stable and therefore does not need adequate accommodation?
It would be beneficial for partners to have a greater understanding of how the local authority wish to implement these principles. It would be helpful to have an understanding of how they plan to improve life chances and health concerns of those rough sleeping, taking into account the number of people known to homeless services, have passed away.
As long+3:13 as they are actioned adequately, then they should work, but will they be? How can a CSR of the homeless team, think that a woman who has just been released from prison, is stable and therefore does not need adequate accommodation?
The fundamental principles of secure employment, financial stability, education and community are important
Health concerns from rough sleeping should be a priority.
Good but very top level and need working out in practice
I think all 4 need to be re-written in plain English. I found all 4 hard to comprehend. Partnership with whom? What kind of intelligence? "we will ensure our actions help to life chances and health out comes" - this makes no sense "Maximising opportunities" - is this not obvious? Why would you not. This appears to be stating the obvious
Intelligence and research does not necessarily capture the true extent of how people feel or the help required to individual circumstances
Maximising opportunities is too expansive. What type of opportunities?
I agree with them all but the priority of those proving supported living does not seem to be to help tenants increase their life chances but is more about making a lot of money by landlords.
Give them jobs.
When the council is struggling to fund services do you have the money to achieve these noble aims?
In partnership with whom? Whose intelligence? These statements have no substance
There needs to be more housing options, locally there is little accommodation especially safe for female victims of domestic abuse

What about the ones under threat? Don't these people exist?
It leaves out employment and the role of faith organisations
Its very simple. We need social housing including supported socialhousing
Intelligence-led: We were surprised that there was not more use made of the quarterly and annual data on Coventry in the MHCLG live tables on homelessness in the review document to analyse long term trends and future prospects. This would help in setting targets that are challenging yet achievable.
I would like to know about how you will ensure that these are being delivered and how will you know these have been successful and measure the success of these principles.
Could the strategy also include a focus on proactively seeking out funding streams / taking up national initiatives eg when capital monies are released, as part of maximising opportunities? Similarly, looking at ways of combining with partners to access government funding
The strategy shouldn't just mention big principles, it should mention action plans. Nothing has been mentioned about the youth hub. Nothing has been mentioned about the women's census. Workshops / meetings / training outcomes about housing / homelessness / rough sleeping should be largely communicated and implemented.
Again it would be helpful to consider what can be measured to show these principles are being applied; for example will feedback be gathered from partners to understand their experiences of local approaches? Partnership working could be assessed using the Homeless Link partnership assessment toolkit. Strongly support the use of intelligence and data. I would suggest this could be strengthened further with a commitment to include a broad range of information from internal and external partners, alongside statutory reporting, and to use this to inform and commission local services. (As an example, the women's census gives a very different picture of women's homelessness to the rough sleeper estimate, and the data could lead to different services being commissioned.) I would suggest further principles for consideration: A strong supported sector – the homelessness workforce will be informed, connected, trained and supported, to retain experienced staff and improve the services provided to residents A trauma informed approach – services will be commissioned and work in a trauma informed way, to benefit service users and to support staff in the sector

As with other aims, it would be helpful to consider how success will be measured – percentage of homelessness cases successfully resolved, reduced average length of stay in TA, reduced repeat homelessness?

Does this aim relate only to those owed a homelessness duty, or does it envisage pathways for those with No recourse to public funds?

Unsure of phrase social detriments – should this read determinants?

The priority refers to bricks and mortar, and to support; there is also the aspect of furnishings/curtains/floor coverings, which are recognised as contributing to tenancy sustainment. Is there a vision that move on accommodation will be appropriate, affordable and furnished with the essentials?

Unsure if this aim is focused on making best use of existing accommodation, or aims to influence local provision and planning for new housing - those aspects are difficult to consider without yet having the draft housing strategy.